

SUBJECT: Visitor Policy	POLICY NUMBER:
RESPONSIBLE PARTY: Chief Executive Officer	DATE POLICY INITIATED: 09/01/2022
DEPT OF ORIGIN: Administration	REVISION DATE:
COMMITTEE APPROVED: Medical Executive Committee- Board of Trustees-	RETIRED DATE:

<p>SCOPE: This policy applies to all Opelousas General Health System departments.</p>
<p>PURPOSE: OGHS recognizes the patient and family as inseparable and supports visitation to meet the needs of the patient and patient's families. It is the goal of OGHS to promote the patient's designated support person(s) to have adequate access to improve communication, facilitate a better understanding of the patient's condition and plan of care, and enhance patient, family and staff satisfaction. Visitation decisions will be based on the needs of the patient as well as department activity.</p>
<p>POLICY:</p> <ul style="list-style-type: none"> A. OGHS supports the patient's rights to identify who they view as "family" and chooses to be their "partners in care" without discrimination. B. OGHS supports the patient's rights to identify their designated representatives such as health care power of attorney or health care proxy. C. The electronic medical record is used to document the patient's preferences. This information is communicated to all involved in patient care across all settings. D. The broad definition of family will be taken into account to make the most appropriate decision possible should the patient not be able to communicate. E. Family members and any other visitors who are involved in disruptive, abusive, or unsafe practices will be addressed directly and promptly by hospital staff and/or security. F. Visitors are not permitted to congregate in public areas and may not impede patient care. G. If visitors exhibit symptoms of COVID-19, they should refrain from entering the facility.
<p>PROCEDURE:</p> <p>Section I- Adult Medical/Surgical Units</p> <ul style="list-style-type: none"> 1. Non-COVID Patients <ul style="list-style-type: none"> a. General visiting hours are 8:00 AM to 8:00 PM. b. Visitors will not be allowed inside the building during non-visiting hours unless they are with a patient admitted through the Emergency Department. c. One visitor is allowed to stay overnight with the patient.

2. COVID-19 Patients in Isolation Precautions
 - a. Visitation is not recommended.
 - b. Visitor approval will be coordinated through nursing leadership and the quality/infection control department.

Section II- Labor and Delivery/Obstetrical/Nursery Units

1. Non-COVID-19 Patients
 - a. Should the patient desire, two visitors at a time are permitted during the labor and delivery process. A third visitor can be allowed at the request of the patient.
 - b. Once the patient has delivered the infant, and following the immediate recovery period, and for gynecology patients
 - General visiting hours will be 8:00 AM to 8:00 PM
 - Visitors will not be allowed inside the building during non-visiting hours unless they are with a patient admitted through the Emergency Department
 - One visitor is allowed to stay overnight with the patient
2. COVID-19 Patients in Isolation Precautions
 - a. Visitation is not recommended
 - b. Visitor approval will be coordinated through nursing leadership and the quality/infection control department.
3. In an effort to make our patient's stay at OGHS more rewarding and improve the patient experience, we provide parents with CUDDLE TIME every afternoon from 2PM to 4PM. During this period no visits are made, unless requested by new moms or medically necessary. New mothers may do whatever they wish during this time, whether it be breastfeed, read, watch tv or simply rest. Evidence-based research shows that giving parents uninterrupted time to rest promotes health and healing and allows mothers to establish breastfeeding.

Section III- Emergency Department

1. One adult visitor will be allowed in the Emergency Department room with the patient.
2. For pediatric patients in the Emergency Department, two caregivers can accompany the patient in the room.

Section IV- Intensive Care Unit

1. Non-COVID-19 Patients
 - a. Once the patient has been assessed by the nursing staff and stabilized, family visitation will be allowed.
 - b. The family will be allowed to visit prior to and upon return of the patient from surgery or procedure after the patient is stabilized.
 - c. If the patient is at the end of life, visitor restrictions will be relaxed to allow the family to be with the patient as long as visitation does not interrupt the flow of the unit and care to other patients. This will be left up to the discretion of the assigned nurse in conjunction with the charge nurse and/or unit manager.
 - d. Family members will be allowed to visit in situations where it may assist with providing comfort or reassurance to the patient.

- e. Scheduled visiting hours are as follows:
 - 10:00 am – 11:00 am
 - 2:00 pm – 3:00 pm
 - 8:00 pm – 9:00 pm*Scheduled visiting times are approximate and will be announced.

2. COVID-19 Patients in Isolation Precautions

- a. During scheduled visiting hours, two visitors at a time may view the patient from outside the closed glass doors for the room.
- b. Any “in room” visits will be coordinated through nursing leadership and the quality/infection control department.

3. Liberalized Visiting Hours

- a. Visitation in the Intensive Care Unit is managed according to the needs of the patient and unit activity.
- b. Every effort shall be made to make visiting guidelines flexible enough to meet the needs of the patient and those of their family members.
- c. During procedures and emergencies, visiting hours may be limited, changed, or delayed due to unforeseen circumstances.
- d. In order to maintain privacy and confidentiality of patients, visitation during change of shift report will be limited.
- e. The nursing staff will work with the designated family member by:
 - Writing designated contact’s name and phone number on white board in patient’s room
 - Will make concerted effort to call designated family member once a shift to update them on patient condition and answer family member’s questions
 - Call designated contact person with any significant change in patient condition
 - Will encourage designated contact person to keep other family members informed of patient conditions
 - Will encourage family members to bring patient’s personal care items in an effort to make patient more comfortable

Section V- Same Day Surgery/Cath Lab/CVSS

1. Two adults will be allowed to visit at one time. During the procedure, the visitors will be allowed to remain in the patient room or they may relocate to the waiting room.
2. If the patient requires admission post procedure, the appropriate department section of this policy should be followed.

Section VI- OGHS Rehab Unit

1. Scheduled visiting hours are as follows:
 - a. Monday through Saturday- 4PM to 8PM
 - b. Sunday- 9AM to 8PM

Section VII- WellSmart Clinics and Outpatient Diagnostic Testing

1. One adult visitor is allowed to accompany patients in the WellSmart Clinics and for outpatient labs and diagnostic testing.

2. For pediatric patients, two caregivers may accompany the patient for outpatient labs and diagnostic testing.

REFERENCES: